

What is claimed is:

1. A method for guiding a user through dispute resolution using a dispute management application comprising:

receiving an indication from the user to create a profile from a first computer, wherein the profile comprises dispute resolution-related information associated with the user;

determining a mechanism for resolving a dispute based at least in part on the profile in response to the indication at a second computer; and

providing the user at the first computer with the mechanism for resolving the dispute.

2. The method defined in claim 1 wherein the mechanism is selected from the group consisting of documents-only arbitration and on-call mediation.

3. The method defined in claim 1 further comprising:

determining whether the user has met a predetermined standard for conducting business; and

providing the user with a certification in response to meeting the predetermined standard.

4. The method defined in claim 1 further comprising:

calculating a cost for resolving the dispute;

providing the user with the cost.

5. The method defined in claim 1 further comprising:

determining an estimated time for resolving the dispute;  
providing the user with the estimate time.

6. The method defined in claim 5 wherein determining the estimate time comprises comparing the dispute to a plurality of past disputes.

7. A method for electronically providing a user with documents-only arbitration in a dispute management application comprising:

receiving an indication from a user at a first computer that indicates the desirability of an arbitrator from a plurality of arbitrators;

allowing a case manager at a second computer to select a given arbitrator from the plurality of arbitrators in response to the indication;

providing the given arbitrator using a third computer with access to documents submitted from the user in response to receiving the indication;

receiving an indication from the arbitrator using the third computer that the arbitrator has rendered a decision based at least in part on the documents submitted from the user; and

providing the user at the first computer with the decision in response to receiving the indication.

8. The method defined in claim 7 wherein the user is a claimant.

9. The method defined in claim 7 wherein the user is respondent.

10. The method defined in claim 7 further comprising:

receiving an indication from the user to file a claim; and

providing the user with access to a case filing application in response to receiving the indication from the user to filing a claim.

11. The method defined in claim 7 further comprising providing the user with access to information relating to dispute management.

12. The method defined in claim 11 further comprising allowing the user to electronically search through the information.

13. The method defined in claim 12 wherein allowing the user to electronically search comprises receiving a keyword from the user.

14. The method defined in claim 7 further comprising providing the user with a directory, wherein the directory includes contact information.

15. The method defined in claim 7 further comprising providing the user with access to additional information relating to the plurality of arbitrators.

16. The method defined in claim 7 further comprising receiving an indication from the user to electronically submit at least one document.

17. The method defined in claim 7 further comprising receiving definitions of viewing priorities from the case manager at the second computer.

18. The method defined in claim 7 further comprising providing the user with a schedule for electronically submitting at least one document.

19. The method defined in claim 7 further comprising providing a notification to the selected arbitrator at the third computer in response to receiving the indication from the case manager.

20. The method defined in claim 7 further comprising providing the user with access to a case, wherein the case comprises the claim that the user has filed.

21. The method defined in claim 7 further comprising providing the user with access to postings that have been submitted using the dispute management application.

22. The method defined in claim 7 further comprising receiving an indication from the user of users that have a conflict of interest with the claim.

23. A method for electronically providing users with arbitration in a dispute management application comprising:

receiving an indication from a user at a first computer that indicates the desirability of an arbitrator from a plurality of arbitrators;

allowing a case manager at a second computer to select a given arbitrator from the plurality of arbitrators in response to the indication;

providing the given arbitrator using a third computer with access to submissions submitted from the user in response to receiving the indication;

receiving an indication from the arbitrator using the third computer that the arbitrator has rendered a decision based at least in part on the submissions from the user; and

providing the user at the first computer with the decision in response to receiving the indication.

24. The method defined in claim 23 wherein the user is a claimant.

25. The method defined in claim 23 wherein the user is respondent.

26. The method defined in claim 23 further comprising:

receiving an indication from the user to file a claim; and

providing the user with access to a case filing application in response to receiving the indication from the user to filing a claim.

27. The method defined in claim 23 further comprising providing the user with access to information relating to dispute management.

28. The method defined in claim 27 further comprising allowing the user to electronically search through the information.

29. The method defined in claim 28 wherein allowing the user to electronically search comprises receiving a keyword from the user.

30. The method defined in claim 23 further comprising providing the user with a directory, wherein the directory includes contact information.

31. The method defined in claim 23 further comprising providing the user with access to additional information relating to the plurality of arbitrators.

32. The method defined in claim 23 further comprising receiving an indication from the user to electronically submit at least one submission.

33. The method defined in claim 23 further comprising receiving definitions of viewing priorities from the case manager at the second computer.

34. The method defined in claim 23 further comprising providing the user with a schedule for electronically submitting at least one submission.

35. The method defined in claim 23 further comprising providing a notification to the selected arbitrator at the third computer in response to receiving the indication from the case manager.

36. The method defined in claim 23 further comprising providing the user with access to a case, wherein the case comprises the claim that the user has filed.

37. The method defined in claim 23 further comprising providing the user with access to postings that have been submitted using the dispute management application.

38. The method defined in claim 23 further comprising receiving an indication from the user of users that have a conflict of interest with the claim.

39. A method for electronically providing a user with on-call mediation in a dispute management application comprising:

providing the user at a first computer with an electronic calendar, wherein the calendar comprises the availabilities of a plurality of mediators;

receiving an indication from the user using the first computer of a mediator at a second computer from the electronic calendar; and

scheduling a mediation session with the mediator and the user using the electronic calendar in response to receiving the indication.

40. The method defined in claim 39 wherein the user is a claimant.

41. The method defined in claim 39 wherein the user is respondent.

42. The method defined in claim 39 further comprising providing the user with access to information relating to dispute management.

43. The method defined in claim 42 further comprising allowing the user to electronically search through the information.

44. The method defined in claim 43 wherein allowing the user to electronically search comprises receiving a keyword from the user.

45. The method defined in claim 39 further comprising providing the user with access to additional information relating to the plurality of neutrals.

46. The method defined in claim 39 further comprising receiving an indication from the user to provide submissions relating to the mediation session.

47. The method defined in claim 39 further comprising receiving an indication from the user to electronically submit at least one document.

48. The method defined in claim 47 further comprising providing the mediator at the second computer with access to the at least one document.



49. The method defined in claim 39 further comprising providing a notification to the mediator at the second computer in response to receiving the indication from the user.

50. The method defined in claim 39 further comprising providing the user with access to postings that have been submitted using the dispute management application.

51. A system for guiding a user through dispute resolution using a dispute management application comprising:

means for receiving an indication from the user to create a profile from a first computer, wherein the profile comprises dispute resolution-related information associated with the user;

means for determining a mechanism for resolving a dispute based at least in part on the profile in response to the indication at a second computer; and

means for providing the user at the first computer with the mechanism for resolving the dispute.

52. The system defined in claim 51 wherein the mechanism is selected from the group consisting of documents-only arbitration and on-call mediation.

53. The system defined in claim 51 further comprising:

means for determining whether the user has met a predetermined standard for conducting business; and

means for providing the user with a certification in response to meeting the predetermined standard.

54. The system defined in claim 51 further comprising:

means for calculating a cost for resolving the dispute;

means for providing the user with the cost.

55. The system defined in claim 51 further comprising:

means for determining an estimated time for resolving the dispute;

means for providing the user with the estimate time.

56. The system defined in claim 55 wherein the means for determining the estimate time comprises means for comparing the dispute to a plurality of past disputes.

57. A system for electronically providing a user with documents-only arbitration in a dispute management application comprising:

means for receiving an indication from a user at a first computer that indicates the

desirability of an arbitrator from a plurality of arbitrators;

means for allowing a case manager at a second computer to select a given arbitrator from the plurality of arbitrators in response to the indication;

means for providing the given arbitrator using a third computer with access to documents submitted from the user in response to receiving the indication;

means for receiving an indication from the arbitrator using the third computer that the arbitrator has rendered a decision based at least in part on the documents submitted from the user; and

means for providing the user at the first computer with the decision in response to receiving the indication.

58. The system defined in claim 57 wherein the user is a claimant.

59. The system defined in claim 57 wherein the user is respondent.

60. The system defined in claim 57 further comprising:

means for receiving an indication from the user to file a claim; and

means for providing the user with access to a case filing application in response to receiving the indication from the user to filing a claim.

61. The system defined in claim 57 further comprising means for providing the user with access to information relating to dispute management.

62. The system defined in claim 57 further comprising means for allowing the user to electronically search through the information.

63. The system defined in claim 62 wherein the means for allowing the user to electronically search comprises means for receiving a keyword from the user.

64. The system defined in claim 57 further comprising means for providing the user with a directory, wherein the directory includes contact information.

65. The system defined in claim 57 further comprising means for providing the user with access to additional information relating to the plurality of arbitrators.

66. The system defined in claim 57 further comprising means for receiving an indication from the user to electronically submit at least one document.

67. The system defined in claim 57 further comprising means for receiving definitions of viewing priorities from the case manager at the second computer.

68. The system defined in claim 57 further comprising means for providing the user with a schedule for electronically submitting at least one document.

69. The system defined in claim 57 further comprising means for providing a notification to the selected arbitrator at the third computer in response to receiving the indication from the case manager.

70. The system defined in claim 57 further comprising means for providing the user with access to a case, wherein the case comprises the claim that the user has filed.

71. The system defined in claim 57 further comprising means for providing the user with access to postings that have been submitted using the dispute management application.

72. The system defined in claim 57 further comprising means for receiving an indication from the user of users that have a conflict of interest with the claim.

73. A system for electronically providing users with arbitration in a dispute management application comprising:

means for receiving an indication from a user at a first computer that indicates the desirability of an arbitrator from a plurality of arbitrators;

means for allowing a case manager at a second computer to select a given arbitrator from the plurality of arbitrators in response to the indication;

means for providing the given arbitrator using a third computer with access to submissions submitted from the user in response to receiving the indication;

means for receiving an indication from the arbitrator using the third computer that the arbitrator has rendered a decision based at least in part on the submissions from the user; and

means for providing the user at the first computer with the decision in response to receiving the indication.

74. The system defined in claim 73 wherein the user is a claimant.

75. The system defined in claim 73 wherein the user is respondent.

76. The system defined in claim 73 further comprising:

means for receiving an indication from the user to file a claim; and

means for providing the user with access to a case filing application in response to receiving the indication from the user to filing a claim.

77. The system defined in claim 73 further comprising means for providing the user with access to information relating to dispute management.

78. The system defined in claim 77 further comprising means for allowing the user to electronically search through the information.

79. The system defined in claim 78 wherein the means for allowing the user to electronically search comprises means for receiving a keyword from the user.

80. The system defined in claim 73 further comprising means for providing the user with a directory, wherein the directory includes contact information.

81. The system defined in claim 73 further comprising means for providing the user with access to additional information relating to the plurality of arbitrators.

82. The system defined in claim 73 further comprising means for receiving an indication from the user to electronically submit at least one submission.

83. The system defined in claim 73 further comprising means for receiving definitions of viewing priorities from the case manager at the second computer.

84. The system defined in claim 73 further comprising means for providing the user with a schedule for electronically submitting at least one submission.

85. The system defined in claim 73 further comprising means for providing a notification to the selected arbitrator at the third computer in response to receiving the indication from the case manager.

86. The system defined in claim 73 further comprising means for providing the user with access to a case, wherein the case comprises the claim that the user has filed.

87. The system defined in claim 73 further comprising means for providing the user with access to postings that have been submitted using the dispute management application.

88. The system defined in claim 73 further comprising means for receiving an indication from the user of users that have a conflict of interest with the claim.

89. A system for electronically providing a user with on-call mediation in a dispute management application comprising:

means for providing the user at a first computer with an electronic calendar, wherein the calendar comprises the availabilities of a plurality of mediators;

means for receiving an indication from the user using the first computer of a mediator at a second computer from the electronic calendar; and

means for scheduling a mediation session with the mediator and the user using the electronic calendar in response to receiving the indication.



90. The system defined in claim 89 wherein the user is a claimant.

91. The system defined in claim 89 wherein the user is respondent.

92. The system defined in claim 89 further comprising means for providing the user with access to information relating to dispute management.

93. The system defined in claim 92 further comprising means for allowing the user to electronically search through the information.

94. The system defined in claim 93 wherein the means for allowing the user to electronically search comprises means for receiving a keyword from the user.

95. The system defined in claim 89 further comprising means for providing the user with access to additional information relating to the plurality of neutrals.

96. The system defined in claim 89 further comprising means for receiving an indication from the user to provide submissions relating to the mediation session.

97. The system defined in claim 89 further comprising means for receiving an indication from the user to electronically submit at least one document.

98. The system defined in claim 97 further comprising means for providing the mediator at the second computer with access to the at least one document.

99. The system defined in claim 89 further comprising means for providing a notification to the mediator at the second computer in response to receiving the indication from the user.

100. The system defined in claim 89 further comprising means for providing the user with access to postings that have been submitted using the dispute management application.

101. A system for guiding a user through dispute resolution using a dispute management application comprising:

- a user input device;
- a display device; and
- a dispute management application

implemented at least partially on control circuitry and programmed to:

receive an indication from the user to create a profile from a first computer, wherein the profile comprises dispute resolution-related information associated with the user;

determine a mechanism for resolving a dispute based at least in part on the profile in response to the indication at a second computer; and

provide the user at the first computer with the mechanism for resolving the dispute.

102. The system defined in claim 101 wherein the mechanism is selected from the group consisting of documents-only arbitration and on-call mediation.

103. The system defined in claim 101 wherein the dispute management application is further programmed to:

determine whether the user has met a predetermined standard for conducting business; and  
provide the user with a certification in response to meeting the predetermined standard.

104. The system defined in claim 101 wherein the dispute management application is further programmed to:

calculate a cost for resolving the dispute; and  
provide the user with the cost.

105. The system defined in claim 101 wherein the dispute management application is further programmed to:

determine an estimated time for resolving the dispute; and  
provide the user with the estimate time.

106. The system defined in claim 101 wherein the dispute management application is further programmed to compare the dispute to a plurality of past disputes.

107. A system for electronically providing a user with documents-only arbitration in a dispute management application comprising:

- a user input device;
- a display device; and
- a dispute management application

implemented at least partially on control circuitry and programmed to:

receive an indication from a user at a first computer that indicates the desirability of an arbitrator from a plurality of arbitrators;

allow a case manager at a second computer to select a given arbitrator from the plurality of arbitrators in response to the indication;

provide the given arbitrator using a third computer with access to documents submitted from the user in response to receiving the indication;

receive an indication from the arbitrator using the third computer that the arbitrator has rendered a decision based at least in part on the documents submitted from the user; and

provide the user at the first computer with the decision in response to receiving the indication.

108. The system defined in claim 107 wherein the user is a claimant.

109. The system defined in claim 107 wherein the user is respondent.

110. The system defined in claim 107 wherein the dispute management application is further programmed to:

receive an indication from the user to file a claim; and

provide the user with access to a case filing application in response to receiving the indication from the user to filing a claim.

111. The system defined in claim 107 wherein the dispute management application is further programmed to provide the user with access to information relating to dispute management.

112. The system defined in claim 111 wherein the dispute management application is further programmed to allow the user to electronically search through the information.

113. The system defined in claim 112 wherein the dispute management application is further programmed to allow the user to electronically search comprises receiving a keyword from the user.

114. The system defined in claim 107 wherein the dispute management application is further programmed to provide the user with a directory, wherein the directory includes contact information.

115. The system defined in claim 107 wherein the dispute management application is further programmed to provide the user with access to additional information relating to the plurality of arbitrators.

116. The system defined in claim 107 wherein the dispute management application is further programmed to receive an indication from the user to electronically submit at least one document.

117. The system defined in claim 107 wherein the dispute management application is further programmed to receive definitions of viewing priorities from the case manager at the second computer.

118. The system defined in claim 107 wherein the dispute management application is further programmed to provide the user with a schedule for electronically submitting at least one document.

119. The system defined in claim 107 wherein the dispute management application is further programmed to provide a notification to the selected arbitrator at the third computer in response to receiving the indication from the case manager.

120. The system defined in claim 107 wherein the dispute management application is further programmed to provide the user with access to a case, wherein the case comprises the claim that the user has filed.

121. The system defined in claim 107 wherein the dispute management application is further programmed to provide the user with access to postings that have been submitted using the dispute management application.

122. The system defined in claim 107 wherein the dispute management application is further programmed to receive an indication from the user of users that have a conflict of interest with the claim.

123. A system for electronically providing users with arbitration in a dispute management application comprising:

a user input device;

a display device; and

a dispute management application

implemented at least partially on control circuitry and programmed to:

receive an indication from a user at a first computer that indicates the desirability of an arbitrator from a plurality of arbitrators;

allow a case manager at a second computer to select a given arbitrator from the plurality of arbitrators in response to the indication;

provide the given arbitrator using a third computer with access to submissions submitted from the user in response to receiving the indication;

receive an indication from the arbitrator using the third computer that the arbitrator has rendered a decision based at least in part on the submissions from the user; and

provide the user at the first computer with the decision in response to receiving the indication.

124. The system defined in claim 123 wherein the user is a claimant.

125. The system defined in claim 123 wherein the user is respondent.

126. The system defined in claim 123 wherein the dispute management application is further programmed to:

receive an indication from the user to file a claim; and

provide the user with access to a case filing application in response to receiving the indication from the user to filing a claim.

127. The system defined in claim 123 wherein the dispute management application is further programmed to provide the user with access to information relating to dispute management.

128. The system defined in claim 127 wherein the dispute management application is further programmed to allow the user to electronically search through the information.

129. The system defined in claim 128 wherein the dispute management application is further programmed to receiving a keyword from the user.



130. The system defined in claim 123 wherein the dispute management application is further programmed to provide the user with a directory, wherein the directory includes contact information.

131. The system defined in claim 123 wherein the dispute management application is further programmed to provide the user with access to additional information relating to the plurality of arbitrators.

132. The system defined in claim 123 wherein the dispute management application is further programmed to receive an indication from the user to electronically submit at least one submission.

133. The system defined in claim 123 wherein the dispute management application is further programmed to receive definitions of viewing priorities from the case manager at the second computer.

134. The system defined in claim 123 wherein the dispute management application is further programmed to provide the user with a schedule for electronically submitting at least one submission.

135. The system defined in claim 123 wherein the dispute management application is further programmed to provide a notification to the selected arbitrator at the third computer in response to receiving the indication from the case manager.

136. The system defined in claim 123 wherein the dispute management application is further programmed to provide the user with access to a case, wherein the case comprises the claim that the user has filed.

137. The system defined in claim 123 wherein the dispute management application is further programmed to provide the user with access to postings that have been submitted using the dispute management application.

138. The system defined in claim 123 wherein the dispute management application is further programmed to receive an indication from the user of users that have a conflict of interest with the claim.

139. A system for electronically providing a user with on-call mediation in a dispute management application comprising:

- a user input device;
- a display device; and
- a dispute management application

implemented at least partially on control circuitry and programmed to:

provide the user at a first computer with an electronic calendar, wherein the calendar comprises the availabilities of a plurality of mediators;

receive an indication from the user using the first computer of a mediator at a second computer from the electronic calendar; and

schedule a mediation session with the mediator and the user using the electronic calendar in response to receiving the indication.

140. The system defined in claim 139 wherein the user is a claimant.

141. The system defined in claim 139 wherein the user is respondent.

142. The system defined in claim 139 wherein the dispute management application is further programmed to provide the user with access to information relating to dispute management.

143. The system defined in claim 142 wherein the dispute management application is further programmed to allow the user to electronically search through the information.

144. The system defined in claim 143 wherein the dispute management application is further programmed to receive a keyword from the user.

145. The system defined in claim 139 wherein the dispute management application is further programmed to provide the user with access to additional information relating to the plurality of neutrals.

146. The system defined in claim 139 wherein the dispute management application is further programmed to receive an indication from the user to provide submissions relating to the mediation session.

147. The system defined in claim 139 wherein the dispute management application is further programmed to receive an indication from the user to electronically submit at least one document.

148. The system defined in claim 147 wherein the dispute management application is further programmed to provide the mediator at the second computer with access to the at least one document.

149. The system defined in claim 139 wherein the dispute management application is further programmed to provide a notification to the mediator at the second computer in response to receiving the indication from the user.

150. The system defined in claim 139 wherein the dispute management application is further programmed to provide the user with access to postings that have been submitted using the dispute management application.